

Custom Quotes - FAQ

Q: How long will the quote process take?

A: We generally work on a one business day turn-around time (excluding weekends & holidays). Please call (800-768-0635) if you have not received a response.

Q: How do I make changes to my quote?

A: Simply mark up the quote received and reply back via email to quotes@elkay.com with the changes needed. If it's a simple change (door style, species, finish) please call us (800-768-0635) and we will do our best to process your request within a couple of hours.

Q: I revised my custom quote, is my original quote still valid?

A: Previous versions of Custom Quotes, unless specifically voided, are valid for 6 months. Simply use the custom quote that matches your needs.

Q: I need appliance panels?

A: We offer a simple appliance panel lookup service (dishwasher, refrigerator, compactor, etc.) for certain product lines. Provide us with the appliance brand and model number and our Custom Quote Technical Experts will do the research to determine the correct dimensions. We will stand behind the fit! Decorative appliance panel requests can be submitted at www.yorktownecabinetry.com/myquote

Q: I asked for a quantity of three. Why does my quote only show one?

A: Rather than quote multiple identical items, we prepare a quote for one that applies to all identical items. (Quantity is noted at the bottom of the custom quote). In 20/20, simply re-use the quote number and price for each additional item. This saves you time if you change your mind about quantity.

Q: My quote drawing doesn't show shelving, will I get adjustable shelves?

A: Unless the quote specifies otherwise, the custom-quoted cabinet will receive whatever shelving the original SKU received.

Q: Why don't I see a swing/hinge direction on my quote?

A: Most cabinets that have a swing option are identical cabinets EXCEPT for the swing. Towards the bottom of the quote, there is a field to enter the swing/hinge direction. If you have two (or more) cabinets that are identical except for the swing, just re-use the quote specifying the swing and quantity.

Q: I requested Plybox but don't see it on my quote?

A: For some of our product lines, cabinets that come standard with finished interior will also include Plybox. Please contact the Quote Team with additional questions (800-768-0635).

Q: Will you determine appliance cut-out sizes?

A: Due to the many variables, we cannot determine appliance cut-out dimensions from manufacturer spec sheets. The designer must provide these dimensions.

Q: Can you modify this leg/molding or other accessory?

A: Moldings, legs, and some accessories are obtained from a vendor and are unable to be modified. Please note we are limited to the products and accessories included in the specifications books.